

**To:** R10 Technician Response@EPA[]  
**Cc:** []  
**Bcc:** []  
**From:** CN=Phil North/OU=R10/O=USEPA/C=US  
**Sent:** Sat 7/31/2010 1:04:18 AM  
**Subject:** RE: RE: Ticket TXZSQHL-858PJZZXT

What ever works for you.

Have a good weekend.

Phillip North  
Environmental Protection Agency  
Kenai River Center  
514 Funny River Road  
Soldotna, Alaska 99669  
(907) 714-2483  
fax 260-5992  
north.phil@epa.gov

"To protect your rivers, protect your mountains."

**From:** R10 Technician Response  
**To:** Phil North/R10/USEPA/US  
**Date:** 07/30/2010 07:19 AM  
**Subject:** RE: RE: Ticket TXZSQHL-858PJZZXT

Phil,

Does this mean we can close the ticket and open a new ticket when you need to create files on the G:\ drive.

Kyle

**From:** CN=Phil North/OU=R10/O=USEPA/C=US  
**Date:** 7/29/2010 5:43:15 PM  
**Subject:** RE: Ticket TXZSQHL-858PJZZXT

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Hi Kyle,  
Sorry for my lack of response. The problem is not solved but I don't have time to call to get it fixed. For now it is not a high priority. I'll call again if I need to create files on the G drive.

Thanks  
Phil

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From: R10 Technician Response  
To: Phil North/R10/USEPA/US  
Date: 07/29/2010 07:26 AM  
Subject: RE: Ticket TXZSQHL-858PJZZXT

Phil,

We called and left you a message on 7/29/2010.

As we mentioned in our message we are following up on a old ticket in your name regarding your being unable to save a document to G:\Baker\Ecosystems\Tribal & Public Affairs\#Aquatic Resources unit\ARU\_Projects\Bristol Bay.  
Has this issue been resolved?

Please contact us at ext. 2762 or the PC Hotline at ext. 1201 or reply to this message.

We have tried to contact you on 7/26/2010 but have not received a reply.

If we do not hear from you by the Close of Business on 7/29/2010 we will close the ticket. If you are still having an issue after we close the ticket call the PC Hotline and we will either re-open the ticket or open a new ticket.

Thank you,

Kyle Osakoda  
R10 PC Hotline Technician  
Softec Solutions, Inc. - Contractor  
(206) 553-2762

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\* The following header information has been automatically extracted from the ticket. \*

Ticket Title: issue: user having difficulty saving a document to a share on G:.  
Ticket Number: SQHL-858PJZ  
Created On: 5/7/2010 11:22:21 AM

Caller Name: North, Phil  
Caller Company: EPA  
Caller Phone: 907-714-2483  
Caller Email: Phil North/R10/USEPA/US

Description:  
issue: user having difficulty saving a document to a share on G:.

Forward path: Drive information: G:\Baker\Ecosystems, Tribal & Public Affairs\# Aquatic Resources Unit\ARU\_Projects\Bristol Bay.

I can create a document in the folder in question, user has created the Bristol Bay folder he is not able to

save a file from his c drive to this folder.

Action: asked client if he could copy the information to a document that he has created in this folder.  
User will try and call us back.

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